

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

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|--|------------------------------|
| In re application of: Bryce A. Jones                                       | Confirmation No.: 1039       |
| Application No.: 09/477,991  | Group No.: 2157              |
| Filed: January 5, 2000   | Examiner: Barbara N. Burgess |
| For: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A WEB<br>CALL CENTER |                              |

**Mail Stop: Amendment**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**RESPONSE TO OFFICE ACTION**

**Introductory Comments**

In response to the Office Action dated April 15, 2008 (hereinafter “the Office action”), please consider the following remarks.